

E-911 COMMUNICATIONS CENTER

Statement of Purpose

The Catawba County E-911 Communications Center provides emergency and administrative communications for the citizens of Catawba County by placing them in touch with public safety and related government service agencies. The center is prepared for daily communications traffic and emergencies by maintaining adequate numbers of highly trained personnel. The opportunity to save lives and property is greatly increased by having the most current state-of-the-art computerization, along with radio and telephone technology.

Outcomes

1. To ensure citizens receive prompt emergency and medical care, the Communications Center will:
 - a. Answer 98 percent of all calls within 10 seconds. (Calendar Year 2009 – 99 percent within 10 seconds.)
 - b. Maintain a 90 second average dispatch time on all emergency calls throughout the County. (Fiscal Year 2008/09 Dispatch time - 54 seconds.)
2. Ensure public safety agencies in Catawba County are able to communicate via radio with each other and the surrounding area.
 - a. Work with County agencies, Municipal agencies, and the State Highway Patrol to move to the 800 Mhz Viper system, by researching, planning, and coordinating the project. Implement 800mhz Assistance to Firefighters Grant.
 - b. Work with the Piedmont Area Communications Council to implement its 11 county interoperability grant.
 - c. Cultivate joint ventures between local public safety agencies to generate savings through pooled resources including joint purchases and pursuing sharing microwave communications at State Highway Patrol sites.
3. Ensure Catawba County emergency calls can be answered in the event of a disaster or other event that could incapacitate the E-911 Communications Center.
 - a. Work with the Urban Area Security Initiative (USAI) for securing a radio network, and virtualize our CAD system so we can bring our equipment up at any location.
 - b. Research and possibly implement an upgrade to the 911 phone system to allow us to bring up our system at any location with Internet connectivity.
 - c. Move to an IP based solution in all areas to facilitate the relocation of the center in the event of disaster.
 - d. Research with surrounding UASI counties in ways we can back each other up in the event of a disaster.

Communications Center

Organization: 280100

	2008/09 Actual	2009/10 Current	2010/11 Requested	2010/11 Recommended	Percent Change
Revenue					
State	\$35,634	\$0	\$0	\$0	0%
Federal & State	955	0	0	0	0%
Miscellaneous	19,144	19,669	20,259	20,259	3%
General Fund	1,465,623	1,596,749	1,603,496	1,614,738	1%
Total	\$1,521,356	\$1,616,418	\$1,623,755	\$1,634,997	1%
Expenses					
Personal Services	\$1,241,456	\$1,332,738	\$1,354,985	\$1,355,227	2%
Supplies & Operations	279,900	283,680	268,770	279,770	-1%
Capital	0	0	0	0	0%
Total	\$1,521,356	\$1,616,418	\$1,623,755	\$1,634,997	1%
Employees					
Permanent	27.00	29.00	29.00	29.00	0%
Hourly	2.37	2.37	2.24	2.24	-5%
Total	29.37	31.37	31.24	31.24	0%

Budget Highlights

The Fiscal Year 2010/11 budget for the Communications Center reflects a 1 percent increase primarily as a result of increased health care premiums and the cost of annualizing two positions added in October 2009 as part of the 8-year service plan. The department made reductions totaling approximately \$50,000, which included cuts to overtime and part-time wages, travel and transportation, and other operating expenses.

Performance Measurement

Fiscal Year 2010/11

The Communications Center can now track the amount of time it takes to answer 911 calls. Accordingly a call answering goal of 10 seconds 98 percent of the time was added to their first outcome to ensure citizens receive prompt emergency and medical response to 911 calls.

Fiscal Year 2009/10

At mid-year, the Communication Center was continuing to dispatch emergency medical calls within 90 seconds (actual average dispatch time was 46.52 seconds).



Staff worked with Technology and response units to integrate an Automatic Vehicle Locator (AVL) system into operations which will provide mission-critical geographic information, such as aerial photos, shortest path routing, and building schematics for staff to most efficiently dispatch/route appropriate units. It is too early to know the impact of this new technology. Staff also continue to work with County agencies, Municipal agencies, and the State Highway Patrol to move to the 800 Mhz Viper system, by researching, planning, and coordinating the project. A project was finished to provide a VHF/800 patch for Law Enforcement, Fire, EMS, Rescue, Hickory Fire and Conover Police. This allows these agencies to start the process of migrating to viper as their budgets allow without interference from their current system.

Fiscal Year 2008/09

The Communications Center continues to dispatch emergency medical calls within 90 seconds or less in an attempt to ensure citizens receive prompt emergency and medical care. Last year they achieved a dispatch time of 54 seconds. Staff continued to engage in meetings on a regular basis with 911 Centers in surrounding counties to help facilitate combined purchases and services in the future.